



T&C MANAGEMENT LLC

RESIDENT HANDBOOK
&
OPERATIONAL GUIDE

1701 Moon St. NE
Suite #400
Albuquerque, NM 87112

(505) 268-1181

tandcmanagement.com



T&C

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WELCOME

T&C Management has prepared this Resident Handbook and Operational Guide to promote a successful tenant and landlord relationship. We recommend that you keep it in a convenient location so you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property has retained T&C Management LLC as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact T&C Management office directly when you need assistance. We have listed how on pages.

If you have questions or concerns on any of the information contained in this handbook, contact our office at any time. We are here to help you.

T&C Management

T&C PERSONNEL

We Have A Complete Staff To Assist You.



Property Manager

T&C Management has several property managers to assist you. They concentrate on assisting you with all the details of your residency. Contact us to answer any of your questions.



Office Staff

T&C Management requests that you contact a property manager regarding questions concerning resident issues. However, our office staff is available to assist you in verifying receipt of rent, any necessary forms and basic information if a property manager is not available.

RESIDENT COMMUNICATION

Communication makes a difference in any area of life, and it can only enhance your residency by letting us know what is needed. Contact us by phone, email or thru our website. It is important that you contact us when you need assistance. Remember we are here to help you solve your concerns.



Calls During Office Hours

Our office hours are 9-6 Monday thru Friday and 10-4 Saturdays. During office hours there will be a person to answer your call. Please state the reason for your call so that someone can assist you or direct your call to the right party. A property manager may not be available at that time but one of our office staff will help you with your request. Please remember the name of the person you speak with.



Emergency Phone Numbers

- * PNM: 1-888-342-5766
- * T&C Management Office: (505) 268-1181
- * All Other Emergencies call: 911



Voice Mail

If you reach our voice mail during the day, leave a message with your name and the telephone numbers where you can be reached, both day and evening. We will return your call. Our emergency answering service will alert our technicians.



Maintenance Request & Emergency Calls

During normal office hours, immediately state if you have an emergency or a routine service request. If you reach our voice mail system after the office is closed, please leave all necessary information regarding your emergency.

Please remember that all work orders may either be in writing or by phone. You can also access a work order online at our website, www.tandcmanagement.com, or at the T&C Management office.



Change Of Information

It is important that you notify T&C Management of any changes in telephone, cell numbers, email, change of employment or key contact information.



Email

Email is a great way to communicate and we request that you submit your email address to our office staff. We will put your email address in our database. This enables the property managers to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, we do not accept notices to vacate by email. All notices to vacate must be in writing, prior to the first of the month.



Website

www.tandcmanagement.com, is our website and contains important information for residents. Visit it regularly and use the “**Resident**” tab where you can easily complete a work order request. You can also send emails to us directly from the website under the “**Contact Us**” page.

RENTAL INFORMATION

In the event you move out of the property, it is important that during your residency, you maintain a solid rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give T&C Management LLC the pleasure of being able to provide a good reference for you when you vacate the property.



Rental/Lease Agreement

You’ve received a copy of your rental/lease agreement, including maintenance instructions, a move in checklist and other necessary documentation. We recommend that you keep this paperwork with this handbook for easy reference. Please remember, a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call us.



Move In Checklist

There is a great T&C Management checklist to be used when you're moving in. You will receive the move in checklist when you take possession of your home. Please be sure to fill it out and contact us for a walk-thru within 5 days in order to protect your deposit.



Utility/Cable Companies

When you rent a property, it is important to make necessary arrangements with the utility companies. To avoid discontinuation of service, contact the utility companies promptly. The rental agreement contains the telephone numbers of the utility services.

Frequently Used Utilities Are:

- * PNM: 1-888-342-5766
- * New Mexico Gas Company: 1-888-664-2726
- * Centurylink: 1-800-244-1111
- * Comcast: (505) 344-0690
- * Albuquerque Water Authority: 505-842-9287.



Rental Payments

Rent is due on the first of each month and late fees are assessed on the 6th. If you know that you will have a delay or problem paying by the due date, contact us immediately. **Lack of communication can affect your payment record.** Many of our residents utilize the online bill pay/lease option with their own bank or service location.

* Accepted Methods of Payment

- * Checks or Money Orders, you can mail them or turn them into our reception staff at our office location.
- * Automatic Payments or Card through our website or your tenant portal.

* Payments We Do NOT Accept In The Office:

- * Cash
- * Rolled Coin
- * Credit Cards

- * Debit Cards
- * Post Dated Checks



Fees/Charges

If you fail to pay rent on time and in full, you could incur the following charges:

- * **Late Fee:** T&C Management LLC late fee is ten percent (10%) of the rental amount if rent is not received by the fifth.
- * **NSF Fees:** Fifty dollars (\$50) will be charged on all returned checks, or any card payments that bounce back due to insufficient funds.
- * **Maintenance Charge:** You will be billed if you have made an appointment with a vendor but failed to meet them at the scheduled time.

CARE OF THE PROPERTY



Getting To Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- * **Main Circuit Breaker:** In the event power goes out.
- * **Gas Shut Off Valve:** Turn off during emergencies/disasters for safety.
- * **GFI Plug:** So you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work.
- * **Electric and Gas Meters:** Check your utility bills.
- * **Water Main:** Shut off valve in case of major flooding.
- * **Water Valves:** Below the sinks and behind toilets in case of water leaks.
- * **Cleaning Method:** For the oven so you use the right products.
- * **Oven Knobs:** In the event the oven will not work; these may be on.

If you are uncertain about any of the above items, contact us for help.

MAINTENANCE



Resident Renovations/Alterations

It is our policy that residents do not conduct repairs or alterations. You agreed to this in the rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- * Submit your request in writing before making any changes.
- * Do not proceed with any work until you are notified by T&C Management office.
- * T&C Management will consult the owners to see if the request is acceptable.
- * If the request is acceptable to the owner, residents must do one of the following prior to vacating the property:
 - * Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
 - * Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
 - * Sign an agreement regarding the alteration/repair.



Resident Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/resident law. We want you to report maintenance items. However, there are items that are the resident's responsibility and we have listed them again.

- * Replacing smoke alarm batteries.
- * Replacing light bulbs with the correct size.
- * Replacing furnace filters, if applicable, every 3 months, and every month if there is smoking in the home.
- * Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- * Reporting all necessary repairs.
- * Normal insect control.
- * Normal rodent control, such as mice.
- * Landscape cleanup if a service is not provided.

- * Reporting lack of landscape cleanup if a service is provided in your rental agreement.
- * Landscape watering unless it is the responsibility of a homeowner's association.
- * Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- * Disposal of all garbage in the proper receptacles and using the weekly pick up service.
- * Disposal of animal feces on the property even if you do not have a pet.
- * If the Residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- * Check to see if damper is open before starting a fire in the fireplace.
- * Disposing of toxic waste properly in accordance with local and county laws.



Emergencies

An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- * Emergencies causing immediate danger such as fire, call 911.
- * Emergencies involving gas call us immediately or the Gas Company.
- * Emergencies involving IMMEDIATE electrical danger, call the utility service.
- * After contacting one of the above sources, then call our office and report the problem.
- * All other emergencies call the T&C Management office.
- * Emergencies such as backed up plumbing or flooding, call the T&C Management office at: (505) 268-1181.
- * Lack of heat is NOT an emergency, but we recognize this is important and will make it a priority to have the heat working as soon as is possible.
- * Non emergencies are air-conditioning, non-working dishwasher, sprinklers, etc.
- * If you are unable to shut off the water in a flood situation after hours; call the T&C Management office.



Non Emergencies

Call the T&C Management office, submit via mail or voice mail.

- * If your repair is not addressed, please submit it in writing.
- * T&C Management LLC does not give vendors keys to the residences without resident permission.
- * Vendors are required to make appointments with residents.
- * Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- * Failure to show at an appointment can result in a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.
- * If you do not hear from a vendor or repair person within 3 – 5 business days, call the T&C Management office and inform the individual that took your request that a vendor has not contacted you.
- * After a repair has taken place, if you have trouble, call the T&C Management Office and state you had a recent repair but there is still a problem.
- * Recent repair means within the last 60 days.
- * If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.



Preventative Cleaning Tips

Cleaning is easier when you use a **“Preventative Approach.”**

- * Always put away food and wipe up food debris.
- * Clean pet bowls regularly to avoid attracting ants and other insects.
- * Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- * Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- * Avoid mold and mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- * Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- * Clean toilets regularly to avoid build up of grime, rings, and mildew.

- * Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- * Do not use wax on linoleum or tile.
- * Do not use “unapproved cleaning products” on tile.
- * Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- * Regularly pick up debris and pet feces in outside areas.



Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

Air Freshener

- * Place a bowl of baking soda in the kitchen or bathroom to absorb odors.

Drains

- * For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar - it will foam. Cover and let sit 30 minutes and then flush with cool water.
- * For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.

Tile Countertops

- * To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- * Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2 cup vinegar and a quart of water.

Glass Cleaner

- * When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- * Spray glass and wipe with a clean paper towel.

Dishwasher

- * Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
- * Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.

Refrigerators

- * Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- * A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

Washing Machine

- * A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.

Toilets

- * Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.

Carpet Stains

- * Vacuum the carpet if the stain is dry.
- * If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
- * Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- * If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- * If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

Carpet Odor

- * Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.



Energy Saving Tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well.

- * Report water dripping under sinks.
- * Running toilets are big water wasters.
- * Report malfunctioning sprinklers.
- * Report standing pools of water.
- * Report malfunctioning water appliances such as dishwashers and washing machines that come with the property.
- * Run the dishwasher when it is fully loaded.
- * Check water hoses on washing machines for leaks.
- * Adjust the water level to match the load, using less water for small loads.
- * Avoid using flushing toilets to dispose of ordinary trash.
- * Take shorter showers.
- * Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- * Be sure your water heater temperature is set properly.
- * Counsel all children on how to prevent wasting water.
- * Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

Always Report Water Leaks To T&C As Soon As Possible

To Lower Air Conditioning Bills:

- * During warm or hot months, close the windows and doors to your home early in the day to keep cool air in,” particularly when the air-conditioner is running.
- * Open windows slightly for airflow if using an evaporative cooler.
- * Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- * Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.

- * When leaving your residence, turn the air-conditioner up a few degrees; a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- * There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To Lower Heating Bills:

- * During the cooler months, keep all windows and doors tightly closed.
- * Report any major drafts to the T&C Management office.
- * Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- * Turn the heat down during the night and use warm covers and comforters.
- * When leaving home, turn down the temperature on the thermostat.
- * Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- * If there is a fireplace, close the damper if you are not using it, but please be sure to open the damper if you do start a fire.
- * Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.



Renters Insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. If you think it is not important, write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up. Contact an insurance agent or T&C Management Office if you do not have renters insurance.



Safety Tips

Please use all appliances in the manner it was intended. Please follow all safety warnings.



Vacation Checklist

Here are items to check before going on vacation:

- * Check your rent payment to ensure it will not become delinquent.
- * Put garbage cans away or arrange for someone to take care of it.
- * Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons etc.
- * Turn your water heater to low or “vacation” setting, but do not turn the water heater off.



Illegal Activity

It is a breach of your Rental Agreement for any illegal activity to occur on the property.

FREQUENTLY ASKED QUESTIONS

T&C Management LLC has put together a list of the most frequently asked resident questions that may answer many of your concerns in advance.



Why did I receive a notice when I paid the rent on the 6th of the month?

- * As outlined in this Handbook, the rent is due on the **1st** and late if not received by the **2nd** and **Late Fees** are assessed on the **6th** of the month.



Can I install extra telephone lines?

- * You can install extra telephone lines if you pay the expense.



Can I have a satellite dish?

- * Yes, you can have a satellite dish but not connected to the building. However, you must submit a request to T&C Management LLC and sign an agreement **prior** to installing the dish. You also must take responsibility for removing the dish and paying for any damage. Call us for details.



I did not have a pet when I moved in; can I have a pet now?

- * Notify your T&C Management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager may contact the owner and submit your request. If the owner does allow a pet, an **increased security deposit may be required** and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.



What happens if my pet dies or runs away, can I have my increased security deposit back?

- * No, all deposits remain in effect until all residents vacate the property.



My roommate wants to move, but I want to stay. What do I do now?

- * Both you and your roommate need to submit a resident release form. T&C Management LLC will need documentation from you to show you can support the property by yourself. We will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.



I want to add a roommate, now what do I do?

- * The prospective roommate will have to submit an application and T&C Management LLC must be approved **PRIOR** to them moving into the property. You can obtain applications at the T&C Management office. If the applicant is denied, they cannot move into the property.



Why do the owners want to see the property?

- * The owners are concerned about the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why you are contacted to set a date and time.

WHEN IT IS TIME TO MOVE



Giving Your Notice

In the event you move we want you to be prepared. T&C Management LLC residents are required to give a **30-day** notice prior to moving. Notices must be given prior to the last day of the rental period.

- * Before giving your notice, check your rental agreement/lease to see when it expires. A lease is a binding agreement for a set period and you may still be bound to the lease.
- * If you need to move and you are still committed to a lease period, contact T&C Management office to discuss your options.
- * Notices must be in writing. The day T&C Management LLC receives the notice is not necessarily the date the notice begins. Your notice will begin on the first day of the next rental period, if received after the 1st day of the month.



Setting Up Your Move Out

- * After you submit your **Notice To Vacate**, we will send you a one page letter. This will instruct you on what to do during the notice period, and how to make your move out arrangements.
- * It is the responsibility of the resident to deliver all keys to the T&C Management office, either at a move out appointment or delivery to the office.
- * Failure to deliver keys and openers could incur additional charges.
- * Remember to supply a forwarding address and telephone number for your deposit refund.
- * Use the move in checklist so you remember important details.

PREPARING THE PROPERTY

If you have questions on how to prepare your residence for move out, please call T&C Management office, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.



Cleaning

- * Have the property clean throughout the interior and the exterior.
- * This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini- blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- * Dirt is not normal “wear and tear.”
- * Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.



Carpet Cleaning

- * Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- * You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- * Do NOT rent carpet-cleaning machines, use home cleaning machines, or hire chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.

- * T&C Management will arrange for the carpet to be cleaned upon your move out by a company of the owner's choosing.
- * If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of T&C Management, and a receipt is required during the walk through inspection.

Residents Please Note: T&C Management will not reimburse for any carpet cleaning contracted by residents.



Draperies/Window Coverings/Windows

- * Do NOT wash draperies.
- * You are not expected to dry clean draperies unless:
 - * You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement.
 - * You have not been using the draperies provided and/or have not kept them in good condition.
- * Wipe all mini blinds.
 - * Do not use harsh chemicals on the blinds.



Replacements

The following must be in working order to avoid charges when moving out:

- * Burned out light bulbs.
- * Non-working smoke detector batteries.
- * Missing doorstops.



Landscape Clean Up

- * The outside area is to be neatly mowed, trimmed, pruned, and watered for outside areas that apply in your rental contract.
- * Remove all trash and debris, placing in the proper receptacles.
- * Remove grease or oil drips and dispose of motor oil properly – it does not belong in the garbage receptacles.
- * Pick up any animal feces whether you have an animal or not.



Trash

- * If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- * Place all other trash within the appropriate trash receptacles for normal trash removal.
- * Do not overflow trash receptacles.



Painting

- * We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- * Charges can occur if unnecessary painting is required due to resident painting.
- * Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.
- * If you have changed the color of the walls, you will be charged to restore the property to its original color.



Your Deposit Refund

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your deposit. T&C Management LLC remits deposit transmittals within **30 days** of the lease termination in accordance with the New Mexico landlord/resident law. Remember, T&C Management LLC wants your move out to be a pleasant and successful process.

CONCLUSION

We hope that you have found the T&C Management LLC - Resident Handbook & Operational Guide useful and informative. It is our goal to assist you with a successful residency and to prepare for future transition when it occurs. If you have any questions on the enclosed information, please contact the T&C Management office.

Thank You
T&C Management